



ROSEMARIE T. LECLAIR
CHAIR & CEO | PRÉSIDENTE et DIRECTRICE GÉNÉRALE

September 27, 2017

The Hon. Glenn Thibeault
Minister of Energy
4th Floor, Hearst Block
900 Bay Street
Toronto, ON M7A 1A2

Dear Minister:

I am pleased to present you with the Ontario Energy Board's annual report for the fiscal year ended March 31, 2017.

Leading Change and Transformation details the OEB's achievements in delivering on our mandate to protect the interests of consumers and ensure the long-term sustainability of Ontario's energy system.

The report highlights our efforts to empower Ontario's energy consumers through initiatives such as: the launch of a new Consumer Charter that outlines consumers rights and responsibilities; modernization of our website into a more consumer-friendly communications tool; the approval of five pilot projects that will test new electricity prices and price structures with over 18,000 Ontario consumers; and the announcement of new rules related to the marketing of energy contracts, per the revised Energy Consumer Protection Act, 2010. These initiatives, coupled with 45 public information meetings and 15 community meetings that allowed consumers in 12 communities to let their voices be heard on major rate applications, brought us closer to consumers, increased our understanding of their issues, and clearly demonstrated our strong commitment to protecting their rights.

In addition to sharpening our consumer focus, we continued to cultivate a performance mindset with industry by encouraging greater efficiency and more outcome-driven performance, approving a major consolidation that laid the groundwork for the creation of the second largest municipally-based electricity distributor by customer in North America, and continuing to look for areas where regulatory barriers might be impeding optimum performance from local utilities.



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These and other achievements made it a proud year for the Ontario Energy Board. Our evolution into a more customer-centric, outcome-driven regulator continues. Moving forward, I am confident the able support of staff and Board members, aided by our collaborative relations with industry, will allow us to continue delivering value to – and for – Ontario's energy consumers, while ensuring a strong energy future for Ontario.

Sincerely,



Rosemarie T. Leclair
Chair and Chief Executive Officer
Ontario Energy Board

Encl.

- c. Julie Mitchell - Vice President, Ontario Energy Board
Serge Imbrogno - Deputy Minister, Minister of Energy



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